



JOHN NAIMO
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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January 21, 2015

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: John Naimo 
Auditor-Controller

SUBJECT: **EL CENTRO DE AMISTAD – A DEPARTMENT OF MENTAL HEALTH
SERVICE PROVIDER – PROGRAM REVIEW**

We completed a program review of El Centro de Amistad (ECDA or Agency), which included a sample of billings from Fiscal Year (FY) 2013-14. The Department of Mental Health (DMH) contracts with ECDA to provide mental health services, including interviewing Program clients, assessing their mental health needs, and implementing treatment plans.

The purpose of our review was to determine whether ECDA provided the services and maintained proper documentation, as required by their County contract.

DMH paid ECDA approximately \$3.4 million on a cost-reimbursement basis for FY 2013-14. The Agency provides services in the Fifth Supervisorial District.

Results of Review

ECDA's staff had the required qualifications to provide DMH Program services, and the Agency maintained documentation to support the billings reviewed. However, ECDA did not establish specific and measurable objectives for four (27%) of the 15 Client Care Plans reviewed.

ECDA's attached response indicates that the treatment staff's supervisors will review the Client Care Plan objectives and require specific treatment objectives. In addition,

ECDA's treatment staff attended a DMH documentation training to ensure that the Client Care Plans include specific and measurable objectives.

Details of our review, along with a recommendation for corrective action, are attached.

Review of Report

We discussed our report with ECDA and DMH. ECDA's attached response indicates that they agree with our finding and recommendation. DMH will work with ECDA to ensure that our recommendation is implemented.

We thank ECDA management and staff for their cooperation and assistance during our review. If you have any questions please call me, or your staff may contact Don Chadwick at (213) 253-0301.

JN:AB:DC:EB:sk

Attachments

c: Sachi A. Hamai, Interim Chief Executive Officer
Dr. Marvin J. Southard, Director, Department of Mental Health
Irene Smerigan, Board President, El Centro de Amistad
Tamika Farr, Executive Director, El Centro de Amistad
Public Information Office
Audit Committee

**EL CENTRO DE AMISTAD
DEPARTMENT OF MENTAL HEALTH
PROGRAM REVIEW
FISCAL YEAR 2013-14**

PROGRAM SERVICES

Objective

Determine whether El Centro de Amistad (ECDA or Agency) provided the services billed to the Department of Mental Health (DMH) in accordance with their contract and related guidelines.

Verification

We selected 35 (1%) of the 2,546 approved Medi-Cal billings for January and February 2014, which were the most current billings available at the time of our review (October 2014). We reviewed the Assessments, Client Care Plans, Progress Notes, and Informed Consent forms in the clients' charts for the selected billings. The 35 billings represent services provided to 15 clients.

Results

ECDA maintained documentation to support the billings reviewed. However, the Agency did not complete four (27%) of the 15 Client Care Plans in accordance with their DMH contract. Specifically, the Client Care Plans did not contain specific or measurable objectives as required by the DMH Provider's Manual, Chapter 1, Page 1-11. According to the DMH Provider's Manual, Client Care Plans should include clinical/case management objectives that are SMART (specific, measurable, achievable, relevant, and time-bound).

Recommendation

1. El Centro de Amistad management ensure that Client Care Plans are completed in accordance with their Department of Mental Health contract.

STAFFING QUALIFICATIONS

Objective

Determine whether ECDA treatment staff had the required qualifications to provide the mental health services.

Verification

We reviewed the California Board of Behavioral Sciences' website and/or the personnel files for 13 (24%) of the 54 treatment staff who provided services to DMH clients during January and February 2014.

Results

Each employee reviewed had the qualifications required to provide the billed services.

Recommendation

None.



December 9, 2014

John Naimo
Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple Street
Los Angeles, CA 90012-3873

Mr. Naimo:

El Centro De Amistad appreciates the feedback provided by Nina Johnson, LMFT during our program review.

We wish to acknowledge the specific area of concern and the steps we are taking to ensure this issue is not one that persists in the future.

- **Recommendation #1:** *Ensure Client Care Plans are completed in accordance with the DMH contract. Specifically, that Client Care Plans contain specific or measurable objectives as required by the DMH Provider's Manual, Chapter 1, Page 1-11. According to the DMH Provider's Manual, Client Care Plans should include clinical/case management objectives that are SMART (specific, measurable, achievable, relevant, and time-bound).*
 - *Supervisors will review the identified objectives in the Client Care Plans to ensure that objectives are focused on the treatment of specific symptoms and behaviors detailed in the assessment. The Client Care Plans will reflect SMART objectives in order to ensure that the objectives are clear to the client and/or caregiver. The Supervisor is responsible for reviewing the objectives and monitoring during individual supervision with clinician as to whether objectives are aligned with sound clinical practice as well as contractual requirements.*
 - *We have ensured that our Electronic Health Record system provides specific treatment objectives detailed in the Client Care Plans in order to ensure that the clinician/case manager/psychiatrist (if applicable) addresses the appropriate objective at every clinical interaction.*
 - *Our Head of Service has spoken to our staff Psychiatrists and ensured that SMART objectives are noted on internal form called "Medication Support Treatment Plan" to ensure contractual compliance.*

West Valley Location

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- *Assessment and Treatment Planning (formerly known as CCCP) training was scheduled and conducted on October 28, 2014 lead by DMH County QA Liaison Kimber Salvaggio.*

In Addition to this, quality control mechanisms will continue to be utilized in our programs to provide clinical reviews as well as audits of clinical records to ensure compliance with contract requirements.

We remain open to any future opportunities for assistance and support from the Auditor Controller's Office. We appreciate your time and valuable feedback.

Sincerely,



Tamika Farr,

Executive Director

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